

## STATEMENT OF WORK FOR SPEED OF TRUST

**TITLE:** Speed of Trust training course for the management team assigned to the Compliance Assurance and Enforcement Division.

**PURPOSE:** In 1995, Environmental Protection Agency (EPA) Region 6 underwent a comprehensive reorganization in accordance with the federal government streamlining and re-invention mandate. Subsequent to the completion of that initiative, the Region implemented an aggressive training program which included a 360 survey, organizational assessment and coaching for senior level management. Speed of Trust training is targeted to develop leadership skills for the next level of management team in the Compliance Assurance and Enforcement Division. Speed of Trust demonstrates trust in a learnable and measurable skill that makes the organization more profitable, people more promotable and relationships more energetic.

### **PROJECT DESCRIPTION:**

The Speed of Trust Audit will include an analysis of feedback results from various levels including self, managers, direct reports and peers. Managers need to expand their leadership skills through positive behavioral changes and developing trust within the organization. These changes will be based on staff feedback, peer feedback, and direct reports one-on-one coaching (organizational credibility, behavior and restoring trust). Ideally, it should also result in the personal development of the individual leadership skills to support EPA's mission in becoming a high performance organization. Increasing the trust dividend in the organization will improve communication and enhance relationship with all stakeholders.

Introducing the Speed of Trust training will enhance management's credibility, behavior skills and promote and increase trust level between the 6EN staff and management team. The vendor will help the client identify four core frequencies and rankings related to understanding how character and competence relate to trust. The survey tools will provide feedback, which will increase the amount of trust between management and staff in the organization and will result in a stronger relationship. There will also be a complete 360 audit that will include identification of trust behaviors and how the process is implemented in the workplace.

The Speed of Trust Audit will include an analysis of feedback from various levels including, self, managers, direct report and peers. The survey is designed to be a developmental tool to ultimately increase trust within the organization and highlight the observable, actionable choices made daily that impact trust.

The contractor will provide individual written confidential feedback report that identifies rankings from self, managers, direct report and peers on 4 Cores of Credibility, 13 Behaviors and Trust Levels among the different groups. Contractor will meet with stakeholders to solicit further feedback and share plans for personal changes to strengthen areas for development. Increasing the trust dividend in the organization will improve communication, execution, collaboration, innovation, strategy, partnering and relationship with all stakeholders. These Relationship Behaviors are based on principles that govern trusting relationship that grow out of the 4 Cores that can be implemented immediately. The Behaviors are:

- **Talk Straight**
- **Demonstrate Respect**
- **Create Transparency**
- **Right Wrongs**
- **Show Loyalty**
- **Deliver Results**
- **Get Better**
- **Confront Reality**
- **Clarify Expectations**
- **Practice Accountability**
- **Listen First**
- **Keep Commitments**
- **Extend Trust**

**The 4 Cores of Credibility include Integrity, Intent, Capabilities and Results.**

**CONTRACTOR TASKS:**

EPA, Region 6 will provide all equipment except for laptop and speakers. Contractor will provide Speed of Trust Audit – Confidential Feedback Report which includes:

Overall Summary  
4 Cores of Creditability  
13 Behaviors of High Trust Leaders

Training will be scheduled for October 3 and October 4, 2007.

The Speed of Trust training will include a two-day session that will be held at the EPA Regional Office located at 1445 Ross Avenue, Dallas, Texas. Client and trainer can make other arrangements if it is beneficial to the client to meet in an alternate location. All vendor performance agreements resulting from this statement of work shall be limited strictly to this project with no assurance of continued participation.

**Reference: Covey Link Texas**

Course Objective: To introduce the concept of the Speed of Trust including the Trust Tax and Trust Dividend:

1. To discuss the Business Case for trust in today's economy;
2. To review the "Ripple Effect" of trust through the Five Waves model;
3. To introduce the Four Cores of credibility with emphasis on understanding both Competence and Character as they relate to Trust;
4. To understand the 13 Behaviors of High Trust leaders;
5. To interpret the Speed of Trust Audit to learn how to improve at extending and maintaining trust;
6. To learn how to Extend and Restore trust both personally and within organizations; and,
7. To do personal Action Planning which supports the learning of this two-day program.

Develop a Speed of Trust Audit report that identifies confidential feedback.

### **Technical Evaluation**

Vendors(s) should submit technical quote, **no larger than 40 pages total from cover to cover (12 fonts)**, addressing all work areas. Technical quotes should be submitted in the form of one (1) original and one (1) copy and should include a Table of Contents, Executive Summary, and separately address:

1. Key Personnel
2. Past Performance
3. Technical Ability

### **Price Quote**

Each vendor must submit, **under separate cover**, a detailed price quote and include appropriate direct labor categories and rates. Price quotes are to be submitted in the form of one (1) original and one (1) copy and should include pricing for one year and for the one-year option periods.

### **Purchase Orders**

Purchase orders will be made to the vendor(s) whose quotes offer the best value for in terms of technical and price features of the quotes. EPA will consider the combined technical evaluation factors significantly more important than price. EPA is more concerned with obtaining superior technical performance than with making an award at the lowest overall cost. However, EPA will not make an award at a significantly higher cost to achieve slightly superior technical performance features. We will evaluate independently the technical and price quotes. We will evaluate your price quote, not only to determine whether the price is reasonable, but also to determine your understanding of the statement of work and your ability to meet the objectives and scope of this RFQ. The technical offers' quotes will be evaluated strictly against the factors identified below. The primary areas to be used in determining which quotes offer the best value to EPA are listed in the factors displayed below in descending order of importance with Technical Factor number I weighing slightly more than Technical Factors II and III which are of approximate equal weight.

### **Technical Evaluation Criteria**

The technical evaluation criteria to be used for evaluating vendor's quotes are listed below. (Note: Although EPA will conduct a cost/price analysis, cost/price quotes will not be scored in the technical evaluation.)

#### **CRITERIA**

Technical Factor I – Key Personnel  
Technical Factor II – Past Performance  
Technical Factor III – Technical Ability

#### **POINTS**

40 Points  
30 Points  
30 Points

## **Factor I – Qualifications of Key Personnel**

Π Proposals will be evaluated to determine the qualifications and experience of vendors' proposed key personnel. Each vendor must identify key personnel and provide resumes demonstrating their qualifications and experience in designing, developing, and delivering similar training programs. Proposed key personnel are required to have relevant management and training experience. Vendors must describe their qualifications and ability to develop, conduct, and administer a training program.

Total for Factor I is 40 points.

## **Factor II – Past Performance**

Each vendor must provide a detailed description of its experience with giving presentations or similar training programs. A minimum of five years of experience in providing professional training (course development and presentations).

Vendors must also identify three (3) active or recently complete (within the last 3 years) contracts, which required work in comparable areas as those described in this statement of work. Vendors should provide the contract agency or firm with the address and telephone number, date of contract, and a period of performance. Retirees and former federal employees submitting quotes must demonstrate required past federal experience and/or contracts comparable to the work required in this statement of work.

Total for Factor II is 30 points.

## **Factor III - Technical Ability**

Each offer will be evaluated to determine the vendor's technical ability with regard to the vendor's current capability to develop and provide training as required by this statement of work.

Subfactor I – Vendor Capability: Vendors must provide a detailed description of their ability to provide quality and reliable performance upon receiving an award of a contract. The following key areas must be addressed:

- a. Ability to obtain financial resources adequate to perform the work.
- b. Ability to meet the required or proposed delivery schedule, considering all existing commitments, including awards pending.
- c. Record of integrity and business ethics.
- d. Qualification and eligibility to receive awards under applicable laws and regulations.

Subfactor II – Technical Approach: Vendors must provide a detailed description of their technical approach for designing, developing, conducting and administering presentations and leadership training programs. Request for quotes must demonstrate the vendor's technical approach for developing and presenting managerial training for the government. The ability to meet required time frames should also be addressed in the technical approach.

Total for Factor III is 30 points.

**Direct Travel Costs**

EPA will not pay for travel cost or normal expenses incurred by supplier such as document reproduction expenses and courier service/delivery expenses.